FIG. 1

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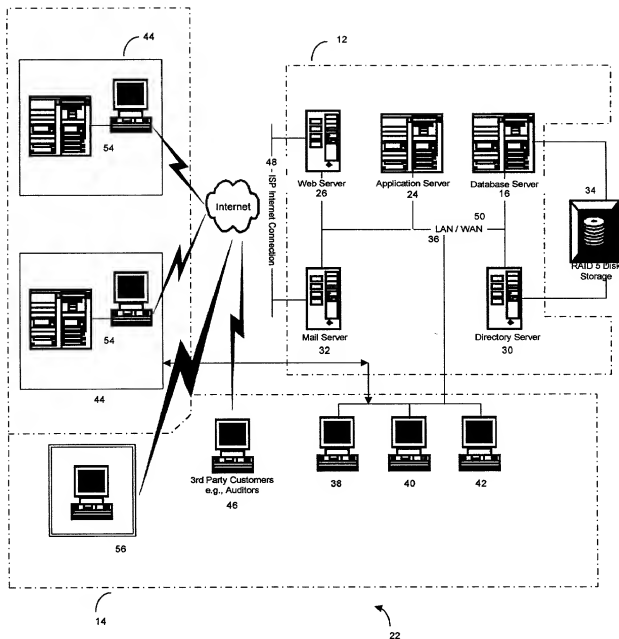


FIGURE 2

09740335-12700

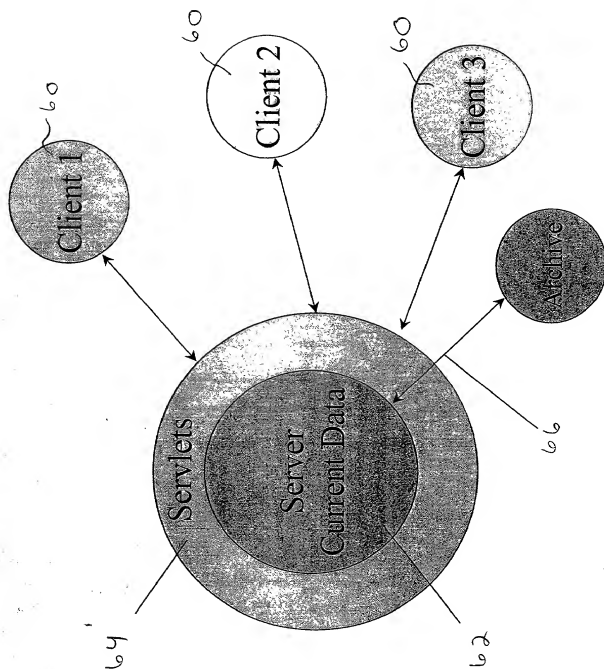


Figure 3

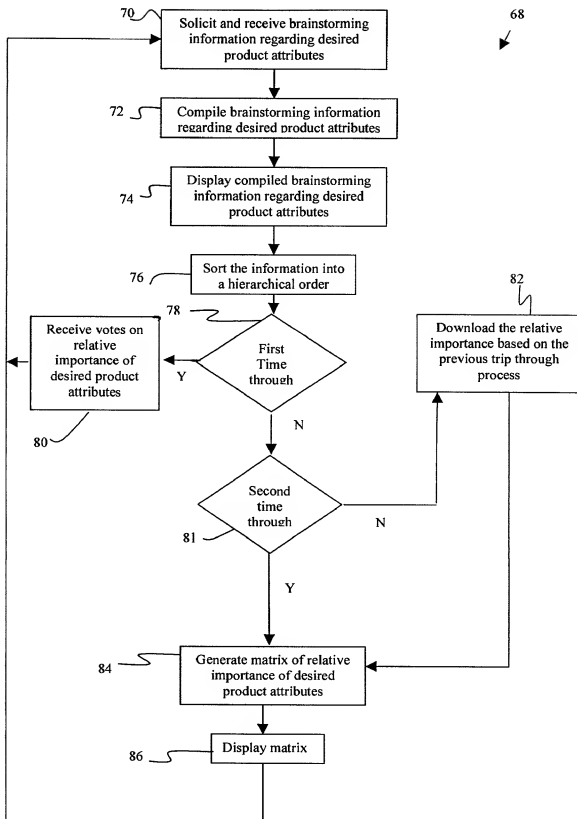
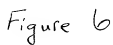


Figure 4



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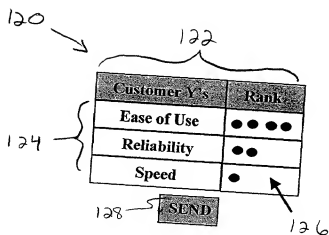


Figure 8

00295245-12270

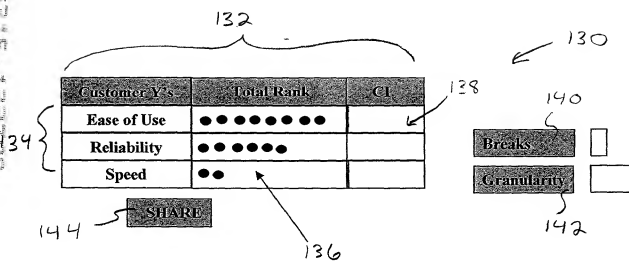


Figure 9

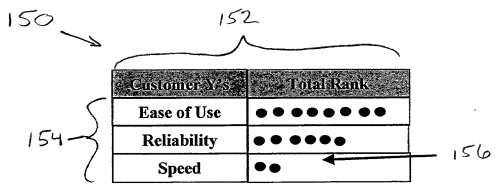


Figure 10

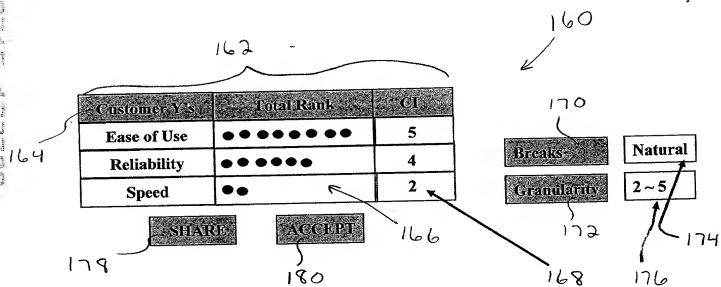
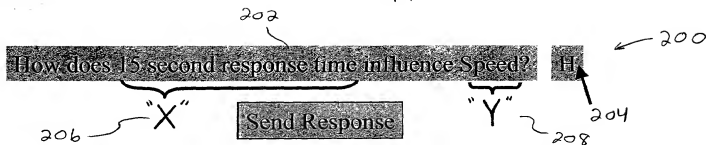


Figure 11

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QFD Transfer Function is $Y = f(X)$

| $Y = f(X)$ | corr |
|------------------------------------|------|
| Speed = f(15 second response time) | H |
| Speed = f(Single user login) | M |
| Speed = f(> 1 min. report gen.) | L |

Figure 13

| Customer Y's | Total Rank | CI |
|--------------|-----------------|----|
| Ease of Use | ● ● ● ● ● ● ● ● | 5 |
| Reliability | ● ● ● ● ● ● | 4 |
| Speed | ● ● | 2 |

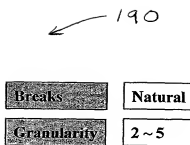


Figure 12

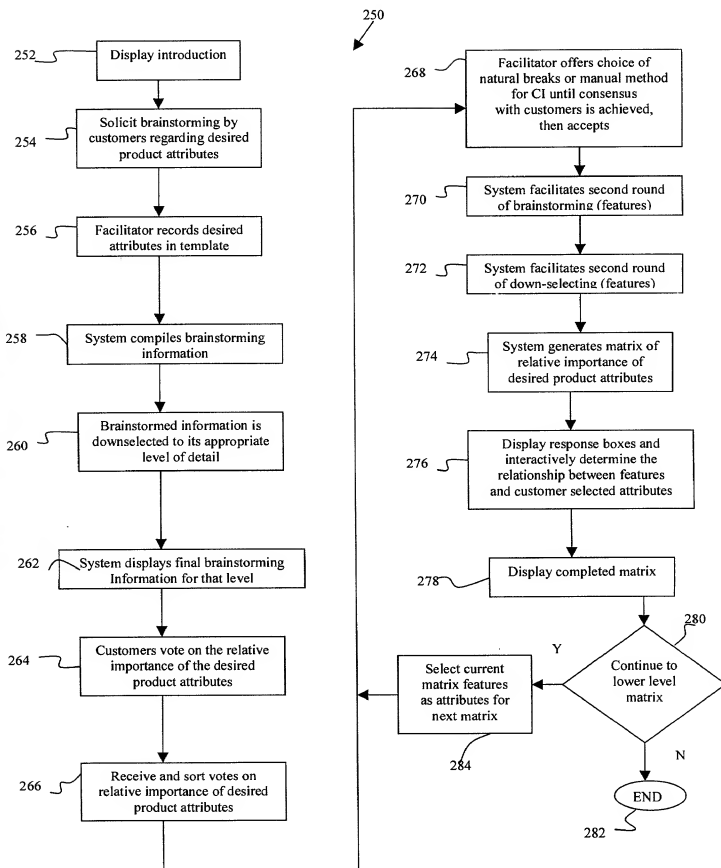


Figure 15